

STATE OF ALABAMA
MANUFACTURED HOUSING COMMISSION
350 SOUTH DECATUR STREET
MONTGOMERY, ALABAMA 36104
(334) 242-4036 FAX (334) 240-3178

MEMORANDUM

TO: CONSUMER/COMPLAINANT

FROM: JIM SLOAN, ADMINISTRATOR

Please read the complaint form carefully, and fill in all blanks. A copy of this complaint will be forwarded to the manufacturer.

The manufacturer will be asked to investigate your complaint. **However, Federal Regulations may not require a manufacturer to correct items that are not imminent safety hazards or serious defects. For example, cosmetic complaint items (those items not addressed in the Federal Standards) are not required to be corrected.**

There is a data plate either in a closet or on the back of a kitchen cabinet door that has the HUD number, date home was manufactured, serial number etc.

Located on the outside of your home there should be an installer installation decal with the decal number needed to complete the enclosed form.

We must have all of this information on this form in order for us to process your complaint.

Please be assured that this office will monitor the progress of your complaint.

If you have any questions, please contact Tommy Colley at this office (334)242-4036 extension 22.

JBS/jb

MANUFACTURED HOUSING CONSUMER
COMPLAINT FORM

OFFICE USE ONLY
DATE RECEIVED _____
CASE # _____

CONSUMER'S
NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____ COUNTY _____

WORK PHONE(____) _____ HOME PHONE(____) _____

MANUFACTURER'S
NAME _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

PHONE(____) _____ DATE OF MANUFACTURE _____ LENGTH _____ WIDTH _____

DATE PURCHASED _____ NEW _____ USED _____

HAS THE HOME BEEN MOVED FROM ORIGINAL SET-UP LOCATION? _____

HUD LABEL # _____ SERIAL# _____ MODEL _____

Did you receive consumer/homeowner manual? Yes _____ No _____

Have you performed the homeowner maintenance as required in your consumer manual? _____

DEALER'S NAME _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

PHONE (____) _____ RESALE DECAL # _____

INSTALLER'S NAME _____ INSTALLATION DECAL # _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

Have you contacted the Dealer _____ Manufacturer _____ Installer _____

concerning this matter? Did they respond Yes _____ No _____

Who responded? Manufacturer _____ Dealer _____ Installer _____

Have you filed a previous consumer complaint with Alabama Manufactured Housing Commission on this home?

Yes _____ No _____ Date _____

ALL BLANKS ABOVE MUST BE COMPLETED IN FULL IN ORDER FOR US
TO PROCESS YOUR COMPLAINT

Please list complaints on back of this form. The Federal Manufactured Home Procedural and Enforcement regulations do not require manufacturers to correct cosmetic items.

Return this form and a copy of
your sales agreement/contract to:

Alabama Manufactured Housing Commission
350 South Decatur Street
Montgomery, AL 36104

PLEASE CIRCLE THE FOLLOWING THAT RELATES TO YOUR COMPLAINT:

FRAMES—FLOORS—FLOOR COVERING—CEILINGS—EXTERIOR WALLS—INTERIOR WALLS—
EXTERIOR SIDING—ROOFS—EXTERIOR DOORS—INTERIOR DOORS—WINDOWS—PLUMBING
DISTRIBUTION—PLUMBING FIXTURES—AC/HEAT PUMP—ELECTRICAL APPLIANCES—
MISCELLANEOUS.

LIST EACH COMPLAINT AND BRIEFLY DESCRIBE YOUR PROBLEM. PLEASE TYPE OR PRINT
PLAINLY. DO NOT USE A PENCIL.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____

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DATE

SIGNATURE OF COMPLAINANT

